

# COSA FLEET NEWS

329 S. Frio Street

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## Flo's Forum: Doing Things Right; Doing The Right Thing



### PRESS RELEASE:

#### SAN ANTONIO, TEXAS RECOGNIZED AS THE 7<sup>TH</sup> BEST FLEET OPERATION IN NORTH AMERICA

"At a fleet professionals conference in Norfolk, Virginia attended by 300 Fleet managers, San Antonio, Texas was named 7<sup>TH</sup> most efficient fleet operation in North America, by Government Fleet Magazine. The sponsors of the contest are Chrysler Corporation, CCG Systems, Zero Air Pollution Vehicles and the 100 Best Fleets in North America. There are 38,000 public fleet departments in North America. 760 applications were sent out to fleets identified as being superior by their peers, other national recognitions, site visits by the judges, and best business practices. The judges were a panel of former #1 Fleet Managers, Government Fleet Managers of the Year and fleet professional expert's. San Antonio was distinguished by their application scored on points by the judges. They are regarded as exceptional based on the 12 criteria of the contestants performance measures to include: Use of technology, pricing, customer service, innovation, efficiency, and continuous improvements which are all best business practices in the Public sector. San Antonio was recognized especially for their working environment and productivity.

What is 100 Best Fleets and why is it so important to our organization? 100 Best Fleets is a program that recognizes and rewards peak performing fleet operations in North America. The organization, in its seventh year, identifies and encourages ever-increasing levels of performance improvement within our industry. The purpose of the program is to identify outstanding operations for others to emulate (benchmark), promote pride in the fleet industry, provide recognition for high achievers, give recognition within the community that the winning fleets' serve, provide recognition within the national fleet community, promote ever-increasing levels of productivity and operational effectiveness, and encourage more individuals to consider fleet operations as a career choice.

We were recognized mainly for our working environment and productivity. We pride ourselves on our management skills, which is "*doing things right*" and our leadership skills "*doing the right thing.*" On "doing things right" our comeback repairs are less than 1%, our preventive maintenance improved from a low of 62% to a high of 96% in one year and our work order turnaround time goals continue to be a high priority. Extended work schedules at four of our service centers enable us to make improvements and enhance our overall service delivery. On "doing the right thing" a large emphasis is placed on creating a "change ready culture." Continuous improvement is just good business sense and is practiced everyday in the Fleet Department; An ever increasing number of technicians are becoming ASE certified, we require our managers and supervisors to enroll in Supervisor Basics and Leadership Development courses so that they are better equipped to "do the right thing. Performance measures are reviewed weekly as a means of staying focused on our primary mission and for establishing accountability.

Indeed there are many accomplishments that can be pointed to this past year. However, the one accomplishment that best recognizes the hard work, commitment to continuous improvement and improved service delivery is the recognition by our fleet professional peers as the 7th 100 Best Fleet in North America. I salute your hard work, dedication and pursuit of excellence with a standing ovation and I look forward to the coming year.

I wish all of you the best of holiday seasons!

*Florencio Peña, Director*

## Rocky Mountain Fleet Management Association-Texas Chapter

City of San Antonio's Fleet Maintenance and Operations' Department played host to the Texas Chapter of the Rocky Mountain Fleet Management Association (RMFMA) Conference on November 6th and 7th at the Northeast Service Center Assembly Room. Kevin Muenchow, from the City of Farmers Branch is the Texas Chapter Chair. Special thanks to Sharon DeLa Garza, Assistant City Manager, for providing a warm welcome to our fellow fleet professionals. Present at the conference were Fleet Managers from the City of Dallas, City of Fort Worth, City of Arlington, City of Houston, City of Austin and numerous other cities across Texas.

The RMFMA was organized in 1976 by a group of fleet management professionals seeking to

share their experiences and solve common problems. It has since grown to become one of the most progressive and innovative organizations of its kind. The association currently has six chapters that include the states of Texas, Arizona, Colorado, New Mexico, Nevada, and Utah with more than 1300 fleet professionals and suppliers. RMFMA members have the opportunity to meet frequently with other fleet professionals to exchange ideas and find solutions to common problems. Each state chapter conducts three to four meetings each year with professional speakers, panel discussions and roundtable, or group discussions on a wide variety of topics. a four-day conference for fleet professional,



Florencio Pena, Director Fleet



Registration



Cat DeLuna and Brenda Garcia taking pictures

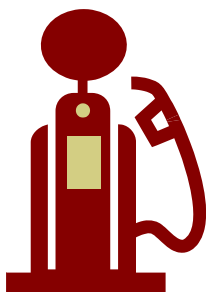


Kevin Muenchow, Texas Chapter Chair



## Automated Fuel Management System

The one thing we can always count on in a technological world is continual technological change. The growth of an industry forces change in the way in which we train, provide our customers, and how we collect data. The City's current Automated Fuel Management System was purchased and installed in 1999. Almost from the beginning, it was apparent that the system fell short in several areas - inefficient security controls to reduce human error, no audit in the software, and the system



was often unreliable. Since 2004, the current fuel system has gone through a series of upgrades with the most recent upgrades implemented October 1, 2008. The goal is to replace the current system with an application that has more auditing and security features as well as hardware that allows the customer hands free authorization for dispensing fuel.

By June of 2009, COSA will have a new Automated Fuel Management System in place. This new system will eliminate the need to replace lost or stolen fuel cards, eliminate the sharing of fuel cards, keep PMs on schedule, produce accurate Preventive Maintenance reports, minimize the unauthorized

use of fuel, eliminate the fundamental issues with an Access database platform, allow Fleet to replace inventory in a more timely manner and will improve reliability by eliminating the constant repair of the fuel dispensing system by Fleet staff. The anticipated outcome with the new system is to provide accurate reporting, reduce cost, improve accountability of fuel usage and inventory, increase labor productivity and reduce labor time loss for customers and staff. This new system will also assist Fleet by staying true to its vision to "Promote Better Technology and Reporting of Fleet's Services."

### Ingenuity, Innovation and Creativity at Work by: Catarino DeLuna, Fleet Manager

The Fleet Department recently experienced some operational challenges with the automated refuse collection equipment. The operation of the automated arm assembly is air over hydraulics; therefore an air regulator is a critical component and key element that regulates the speed of the automated arm assembly. This regulator is located behind the operator's seat. During the training provided, the operators were informed of this components function and also were told not to tamper with the settings.

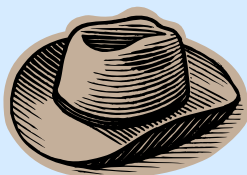
City staff has been tasked with thinking outside of the box to improve operational efficiencies. It did not take the operators long to realize they could raise the adjustment on the regulators to a higher PSI setting and increase the speed of the arm function without realizing the adverse effects of premature wear this would have. Realizing the increased cost of repair, Superintendents Fidel Valdovinos and Hector Mascorro put their heads together and found regulator shroud assemblies that cost between \$3 and \$6. This information was given to the local Heil dealer and Regional Sales Manager for review and consideration. The folks at Heil were very impressed by our superintendent's ingenuity and somewhat disappointed that their own engineers did not come up with this innovative idea.

No doubt, this was clearly the best solution to address this operational challenge and subsequently a huge cost savings to the Solid Waste Department.

It is with great pride that we recognize the ingenuity, innovative and creative thinking of Fidel and Hector.

The contribution and collaboration of these two will not only benefit the City of San Antonio but the entire refuse collection fleets in United States.

This is truly an outstanding accomplishment. Hats off to you both! Great job!!! PS: Otra!!!!



### WELCOME ABOARD!

Andres Alonso - Equipment Tech—ZA  
Richard Loya - Fleet Acquisitions Mgr. (Parts & Fuel)  
Joshua Bennett - Tech II—PG  
Angela Martinez - (Temp) PT  
Anthony Gaytan - Superintendent CE

### RETIREMENTS

After 29 years with the City of San Antonio, in the Purchasing/Fleet Department, David Martinez has retired.



David began as a tire shop repairer, was promoted to crew leader and later promoted to supervisor. David was a loyal, dependable and a very dedicated employee. We wish him all the best.

## Allison Transmission Diagnostic Training

by Ray Moreno, Fleet Manager

On August 5th and 6th, Richard Rivas, a trainer for Stewart & Stevenson Services visited Fleet's four truck centers where he spent three to four hours training 50 technicians on how to hookup and navigate the Allison Transmission Diagnostic Tool. (ATDT) This new technology is a PC-based diagnostic tool that enables a technician to quickly and easily access diagnostic data from the transmission and follow code-driven hyperlinks to corrective troubleshooting steps. By simply double-clicking on a transmission diagnostic code displayed on the user's ATDT equipped PC screen, the tech is transported to the specific location in the ATD troubleshooting Manual to begin the repair process. Richard discussed the various testing procedures available in the software and had several of Fleet's technicians navigate the system. Several technicians from Brooks Heavy Equipment site were also in attendance.



## After Ike: Fleet's Storm Troopers

In the early morning hours of September 6, 2008, Hurricane Ike barreled into the Texas coast, bringing with it a wall of water, ferocious winds and rain. It is said to be the third most-destructive U.S. storm behind Katrina in 2005 and Andrew in 1992. In an effort to assist the City of Houston with debris cleanup, the City of San Antonio sent 4 grapplers, 10 brush trucks, and 2 service trucks. The group left September 20, 2008 and returned October 19, 2008. During this period of time they performed roughly 150 work orders valued around \$15,000. The fleet team was there to insure that Solid Waste staff's equipment functioned properly as they partnered with other cities across the state to clean up the debris left by Hurricane Ike. Our hats off to the heroes who rose to the challenge: **Equipment Technicians** Felix Nieto, Jose Ballesteros, Michael Escamilla, Robert Smith



## United Way Charitable Contributions

by J. Jeanette Arauza, Campaign Coordinator

**WAY TO GO, FLEET** - We met this year's United Way Charitable Campaign goal of \$9,000. The department raised \$10,191. We jump started the campaign with a bake sale. . . A scrumptious assortment of cakes were baked by Jeanette Arauza, Janie Baez, Johnnie Mae Adams, and Margaret Encino. The slices were sold for .50¢ to \$1.00. We raised \$88.00. A pumpkin roll was placed on auction for bids. Bidding participants were, Fidel Valdovinos, Bonnie Marks and Cat De Luna, with Cat winning the roll with a final bid of \$42.00. A special thank you goes out to all the service centers for purchasing and supporting the bake sale, and all the talented bakers for their hard work and cake donations. The Fleet Department will continue to raise money throughout the new fiscal year for the next charitable campaign. The current Fleet fundraiser event is Jean Friday. Employees are allowed to wear jeans on Fridays at a cost of \$2.00 (payment before Friday). One employee paid for the entire year.

Ninety-Four dollars of the Jean



Pumpkin roll bidders L-R: Bonnie Marks, Highest bidder Catarino DeLuna, Fidel Valdovinos

fundraiser money was turned in to FY 08's campaign. To date, Jean Friday which began in October, has netted \$50.00 and we still have 11 months to go. We're off to a great start. Your suggestions for innovative ways to raise funds, opinions, and comments are needed to help make the next campaign even greater. You can reach Jeanette Arauza, Charitable

Campaign Coordinator at 207-7858.

### 2008 United Way

Department participation – 66%

Department Goal \$9,000

Department Raised \$10,191.00

City Wide Goal \$801,520



### 2007 United Way

Department participation – 90%

Department Goal \$8,000

Department Raised \$9,259

City Wide Goal \$762,575

## Continuous Process Improvement - Management Training

Continuous Process Improvement (CPI) is a strategic approach for improving key inputs and outputs of business processes. Inputs include people, material, methods and machines and outputs includes quality, delivery and cost. CPI in the Fleet Department is an initiative committed to stimulating, promoting, and sustaining a culture of improvement throughout all levels of the department.

It provides an environment and mechanism to stimulate healthy competition, share ideas and promote opportunities to learn new techniques, and methods that will improve the department's productivity and services.

This past fiscal year, Fleet's management staff has attended the City's six course Supervisor Basics Program, a four day Retreat: "Creating A Change-Ready Environ-

ment", a "Sacred Cow Hunt," a two day "Deploying Yourself as a Leader" seminar, lead by a certified organizational effectiveness consultant and a four day one-on-one, "Becoming the Leader You are Capable of Being" coaching sessions lead by the same consultant. "This training is to help individuals continuously improve as people, professionals, and leaders."





Jason Guerra, Matt Romero, Cat DeLuna, Fidel Valdovinos, Hector Mascorro

Superintendents and Fuel Coordinator each given a \$25 gift card to a local restaurant. The cards were given by Brenda Garcia, Fleet Operations Administrator, Catarino DeLuna, Fleet Manager and Ray Moreno, Fleet Manager for continuing to provide quality fleet solutions.



Jose Marroquin, Leo Negrete, Ray Moreno, David Ciomperlik

## WORKING TOWARDS "BLUE SEAL OF EXCELLENCE"



Forty-eight technicians signed up to take the ASE certification test in November. Thirty of the forty-eight took the test for the first time. Unfortunately, we will not know the results until after this newsletter is printed.

In October and early November, four Test Taking Strategies classes were held by Bonnie Marks, Fleet's Executive Assistant. The classes were a way to offer guidance to the technicians when they don't know the answer to a question. Participation and feedback were positive. Many technicians indicated they never realized there was a strategy to test taking and would love to see more classes of this nature. There are currently five types of questions on the ASE exam: 1)Direct or Completion, 2)MOST Likely, 3)LEAST Likely, 4)EXCEPT, 5)Technician A-Technician B. Listed below are some test taking strategies and tips:

**A.** Look for clues-key words in the stem or question can often be matched to key words in the choices. Look for similar meaning.

**B.** Read the question carefully (60% of all test question errors come from misreading or not reading thoroughly) then choose the best possible answer-remember several may be possible answers but only one is the **best** choice.

**C.** Always take an educated guess and select an answer even if you are penalized for the wrong answer...you may be right! (A blank answer is a wrong answer.)

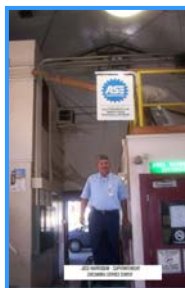
**D.** Don't continue to change your answers-usually your first choice is the right choice.

**E.** If all else fails and you absolutely do not know the answer, choose either B or C (a few studies have shown that these answers are correct at a slightly higher rate than A or D)

**F.** EXCEPT and LEAST Likely- Three choices will be true and one will be False; the correct answer is the one that is False.

**G.** MOST Likely - several choices are right but which one is the MOST correct choice.

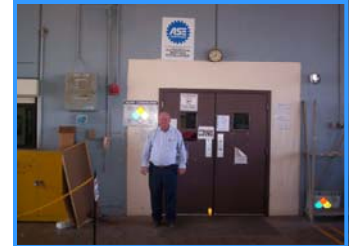
**H.** Tech A -Tech B: If they are not both wrong, cross out D, if they are not both right cross out C. Your choices are now A and B and (E) above says "when all else fails, choose B or C," since you've already eliminated C, your best choice is B.



Jose Marroquin, Superintendent Zarzamora, standing under his shop's recently installed ASE sign. Way to go Jose!



Valeriano Reyna, Zarzamora, Equipment Tech showing off the ASE patch on his uniform. Looking Good!!!!

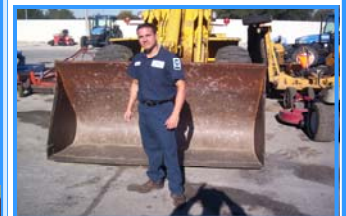
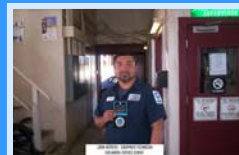


David Ciomperlik, Superintendent H.E. standing near his shop's ASE sign



ASE Master Technician Richard Walley-NW. Check out his gold patch!

**Congratulations!!! John Paul Herrera, for receiving Automotive Service Excellence's gold medallion for being ASE certified for over 25 years.**



David Badillo, H.E. Service Advisor showing off his ASE patch...can't touch this!